



**Job Title: The Haven Wellbeing Practitioner (Complementary Therapies)**

**Hours:** Full time (37.5 hrs/wk) or Part time (hours by agreement); Monday to Friday; permanent.

**Salary:** £24,684 to £26,215 per annum (full time) depending on experience, part time pro rata.

**The Haven:**

The Haven is an award winning charity which aims to improve the quality of life of people living across Lanarkshire who are affected by a range of life limiting conditions including cancer, multiple sclerosis, Parkinson's disease and dementia. Information and emotional support is provided to clients and their families by The Haven multidisciplinary team, who work with individuals to create tailored programmes of one to one and small group sessions and activities for the whole family, at any stage of illness including pre and post bereavement. Our aim is to support our clients to understand all aspects of their illness, treatment and care; to improve their emotional wellbeing and ability to manage stress and to sustain carers in their caring role.

Haven services have evolved to meet the needs of The Haven client groups post Covid 19. All services are currently being delivered digitally, with home based working being the default option and will remain so while Haven centres are closed. In time, delivery of services may move towards being a mixture of digital and 'in person' services, home working and Haven Centre based work. The appropriateness and viability of these approaches is continually being reviewed by The Haven CEO and Board of Directors, in line with Scottish Government guidelines and organisational and client needs. The further development of a vibrant programme of Haven Support Services is now crucial to ensure sustainability of meaningful activities that meet the needs of current and future clients and help them to **face the future with hope.**

The Haven Wellbeing Practitioner post offers the potential for a **highly motivated individual** with **qualifications and experience in complementary therapies** to join our Multidisciplinary Team to work on the next phase of the development and delivery of Haven services. Aligning with the Haven's 5 sustainability approaches; *Involvement, Innovation, Impact, Improvement, Income*; this role offers individuals who demonstrate competence, innovation and leadership in the delivery of high quality wellbeing interventions, appropriate to the needs of existing and new clients, a unique opportunity in an established and successful organisation. The ability to communicate key Haven messages and support the development of strong referral pathways for clients and partner organisations to Haven services, also opens up an opportunity for the right individual to contribute to the next phase of The Haven's service developments for families living across Lanarkshire.

## **Role Outline:**

As a member of The Haven multi-disciplinary team you will develop and deliver a range of timely, flexible, high quality, strength based, outcomes focused, one to one and group work wellbeing interventions to Haven clients who are affected by a range of life limiting illness, including family members and carers. Sessions will be delivered in line with the Haven W.I.N (What's Important Now?) model/approach. The immediate focus is on delivery and further development of digital wellbeing services, with the potential for 'in person' wellbeing services being continually under review. Taking an asset based approach you will provide a range of complementary therapy based self-management techniques and interventions within one to one and group sessions. In addition, you will contribute to the development of signposting information and pathways, ensuring clients are also linked into wider supports with their community. Working closely with service delivery colleagues you will contribute to the longer term sustainability and ongoing development of Haven services for clients and be involved in quality and audit initiatives, including contributions to pre and post project consultations, evaluation reports and the preparation of case studies. In line with The Haven's learning culture you will take part in key internal and external share and learn events and participate in ongoing learning and development opportunities

## **Key Duties/Responsibilities**

1. As a Haven Wellbeing Practitioner, use and develop knowledge and skills, within relevant professional boundaries, to deliver a range of high quality one to one and group work, complementary therapy based, wellbeing sessions and activities to Haven clients and carers/family members at all stages of illness including pre and post bereavement
2. Ensure that timely, flexible and tailored Haven programmes of wellbeing support activities are co-produced with clients, taking the Haven's What's Important Now? (Asset Based, Outcomes, Solution focused) approach
3. Use digital technologies (telephone, video calls, emails) to support delivery of timely, responsive wellbeing sessions for clients which promote maximum independence at home, sustain and maintain levels of emotional and social wellbeing and promote positive community connections
4. Provide feedback on the clients' programmes of support and progress towards clients' self-identified outcomes as a member of the multidisciplinary team.
5. Accurately record all appropriate information and statistics (including demographics, activity logs, monitoring and evaluation data) in The Haven databases and client record IT systems.
6. Participate in Haven evaluation and review processes and support the ongoing development and sustainability of client services, including via consultations, case studies and audit initiatives
7. As part of a rota with other members of the multidisciplinary team, be a first point of contact for telephone enquiries to The Haven, answering the telephone and responding to client and other enquiries in line with Haven protocols.
8. Participate in and contribute to the development of The Haven 'Share and Learn' programme to support the development of referral pathways and the community signposting database.

9. Have delegated responsibility for the day to day operation of The Haven Wellbeing Toolkit project, including managing orders, stock control, packing and posting of wellbeing resources to Haven clients.
10. Undertake any other tasks that assist the smooth day to day operation of Haven services.
11. Respect the confidentiality of information held in relation to clients, past or present, volunteers and staff of The Haven in line Haven Data Protection and GDPR policies and protocols
12. Be accountable for own actions, act in accordance with Professional Code of Conduct and be responsible for maintaining active registration.
13. Maintain a Personal Development Plan, which ensures updating of skills and knowledge in accordance with Professional registration, statutory and organisational requirements
14. In accordance with Haven guidelines, participate in clinical supervision and reflective practice.
15. Develop good working relationships and work collaboratively with all personnel within The Haven.
16. Abide by the Health and Safety and all other policies of The Haven
17. Be able to treat all clients, carers, family members and work colleagues with dignity and respect, irrespective of their gender, race, disability, sexual orientation, age or religion.
18. Provide support through building and maintaining relationships through effective listening and rapport building skills

This job description is intended to indicate the broad range of responsibilities/requirements of the post. It is neither exhaustive nor exclusive and while some variation can be expected in particular duties, the outline is considered to provide a reasonable general role description.

**Protection of Vulnerable Groups:** This post is considered Regulated Work with Children and Adults, under the Protection of Vulnerable Groups (Scotland) Act, 2007. Therefore, it is an offence to apply if you are barred from working with children and adults. Preferred candidates will be required to join the PVG Scheme, or undergo a PVG Scheme Update check, prior to a formal offer of employment being made.

**Location:** The post will be a mixture of home working and Haven Centre based work. Home based working is currently the default option. The situation is continually under review by The Haven Board of Directors, in line with Scottish Government guidelines.

**Hours:** Working hours are full time (37.5 hrs/wk ) or part time, hours by agreement, Monday to Friday. Flexibility in hours worked may be required to meet the needs of the role. Overtime is not payable.

**Line Manager:** The post-holder will report directly to the Service Manager and will be expected to work collaboratively and effectively with all Haven personnel.

**General:** In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking policy to which the post holder will be expected to adhere when on The Haven business.

**Person Specification:  
The Haven Wellbeing Practitioner**

Criteria	Essential	Desirable
Qualifications	<p>Educated to Diploma level in body massage and a minimum of one more complementary therapy at diploma level:</p> <ul style="list-style-type: none"> <li>• Aromatherapy</li> <li>• Indian Head Massage</li> <li>• Reflexology</li> <li>• Reiki</li> <li>• Stress Management (relaxation, mindfulness)</li> </ul> <ul style="list-style-type: none"> <li>• Qualification in Anatomy and Physiology</li> <li>• Membership of regulatory body (e.g. FHT, CNHC)</li> </ul>	<p>Additional accredited qualification in:</p> <ul style="list-style-type: none"> <li>• Dementia / Cancer massage training</li> <li>• Emotional Freedom Technique</li> <li>• Relevant qualification in group facilitation/group work</li> </ul> <ul style="list-style-type: none"> <li>• Safetalk / ASIST</li> <li>• Introductory level counselling skills/advanced communication skills</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• 2 years minimum post qualification experience</li> <li>• Able to demonstrate continuing professional development</li> <li>• Relevant experience in group facilitation/group work</li> <li>• Planning, delivering and reviewing outcomes based treatment plans and programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within a healthcare environment</li> <li>• Palliative care experience</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Understanding of the physical, emotional and spiritual needs of clients affected by life limiting conditions</li> <li>• Clinical awareness of the contraindications to intervention</li> <li>• Ability to adapt intervention to client condition and to ensure client health and well-being outcomes are met</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of current Healthcare environment across Lanarkshire</li> </ul>

Skills/Abilities	<ul style="list-style-type: none"> <li>• Ability to evaluate both digitally and centre based therapeutic services</li> <li>• Ability to utilise strengths / asset based and self- management approaches in the delivery of services</li> <li>• Excellent interpersonal communication and listening skills</li> <li>• Ability to work as part of a multidisciplinary team</li> <li>• Willingness to develop self and others</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to deliver Haven communications messages/presentations to a wide range of audiences in both digital and face to face environments</li> </ul>
Personal qualities	<ul style="list-style-type: none"> <li>• Work autonomously when providing Haven services</li> <li>• Sensitivity and understanding towards clients</li> <li>• Ability to respond to clients in distress</li> <li>• Well-developed coping strategies including self and peer reflective practice</li> <li>• Awareness of own strengths and limitations</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to easily respond to and flexibly adapt to change</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Flexible in working hours</li> <li>• Flexible in working environment</li> <li>• Car owner / driver with clean driving licence</li> <li>• This post has a 6 month probationary/trial period</li> </ul>	